

terabill.com

Solution overview

Keywords:

- > *customers*
- > *services and products*
- > *points of presence*
- > *inventory management*
- > *debtors management*
- > *revenue assurance*
- > *driving of services activation*
- > *number pool*
- > *number portability*
- > *discounting, campaigns*
- > *billing & sales ledger*
- > *interconnection billing*
- > *multiple resellers*
- > *service providers*

Billing and Customer Care - why and whom?

- **Enabler:**
 - Open telecom & IT services markets, more players
 - Standard imperative: „Do more with less!“
- **Prejudice:**
 - “We have to develop billing ourselves, there is no solution matching our needs”
- **Terabill's answer :**
 - Consider possible needs of wider userbase before the first phase of development
 - Billing and customer care system must enable operators to realize their competitive advantages

Development of billing functions

- **Comverse, „Billing in a Service Oriented Architecture“, 01/2006:**
 - 80's: "collection tool"
 - 90's: "differentiator, primary customer communications and sales tool"
 - 2000's : "payment and refinancing plans, deposits, balance management, credit limits"

What differentiates telecom service providers?

- **Billing and Customer Care software must enable operators and service providers to put into practice their..**
 - Technology
 - Services and bundles
 - Service coverage
 - Target group
 - Pricing policy
 - Sales and marketing
 - Customer service
 - Partners
 - ...

Terabill offers fast time to market, while not sacrificing flexibility

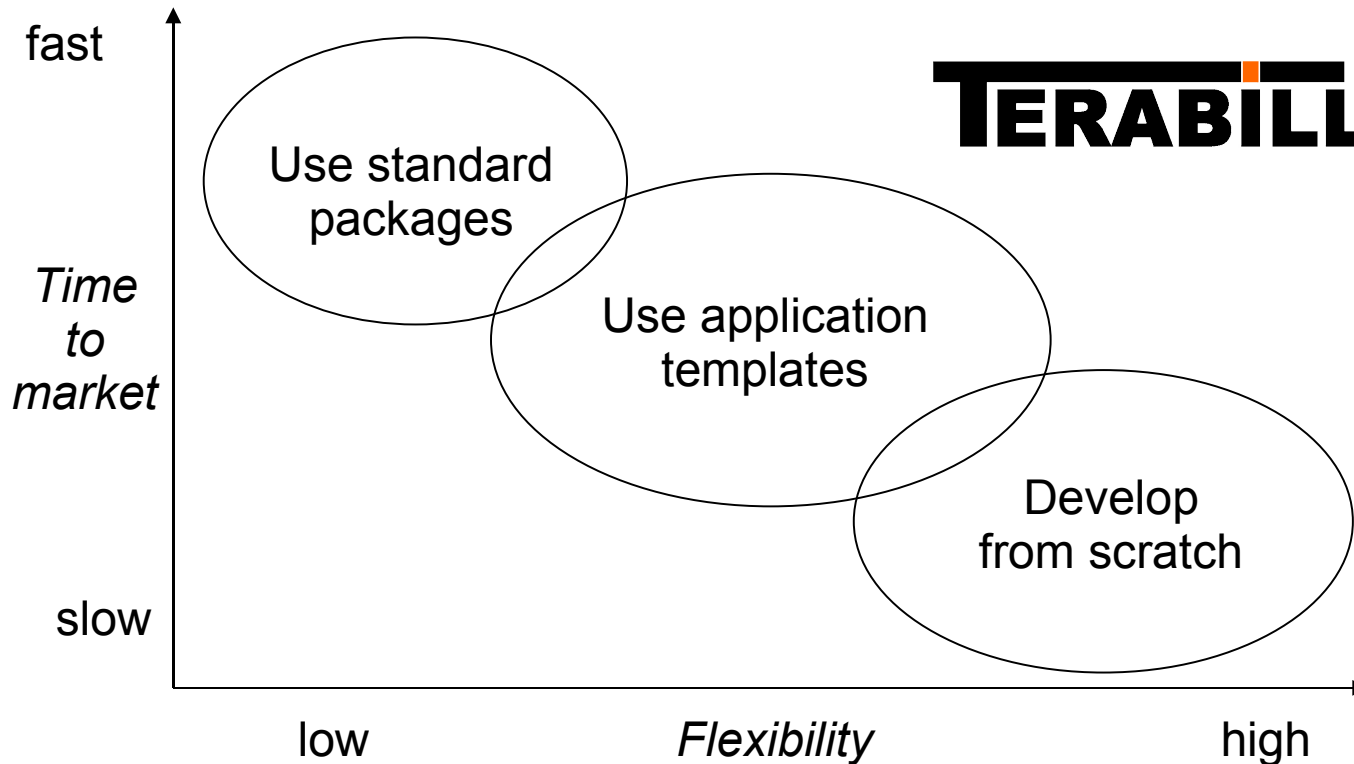


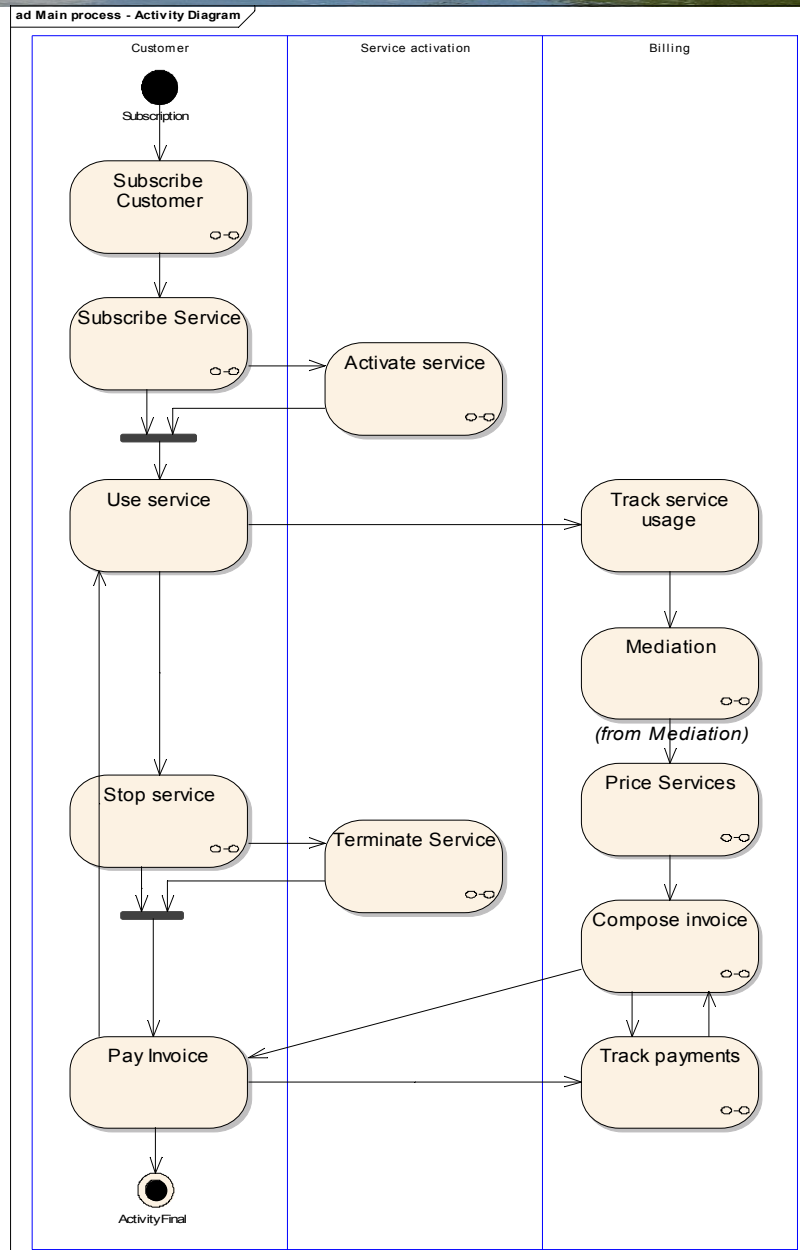
Figure:

A. Cassidy, 1998, *A Practical Guide to Information Systems Strategic Planning*

- **Flexibility**
 - Configurable, not “hard-coded” functionality
- **Multiple possibilities**
 - Different billing scenarios, flexible rates structure, unlimited number of different service types
- **Performance**
 - Optimized data structures and algorithms
 - Different system modules can run in separate servers
- **Future compatibility**
 - Multilingual, expandable, standard interfaces

Supported main processes

Main processes modeled by terabill.com system



- **Win from efficiency and lower costs:**
 - Distribute information management between different roles: customer service, sales, bookkeeping, logistics, technicians, management etc; let the tasks do people, who do it in most efficient way
 - Do not depend on location of your employee's
 - Secure remote ID-card login
 - Serve your customers on-line in multiple locations
 - Process your invoices and receivables electronically
 - Send invoices via e-mail (zero costs)
 - Use massprint partners, where available, providing them printable invoice files generated by billing
 - Import receivables from banks and process those automatically; avoid manual work and possible errors
 - Run and manage different service providers belonging to one group in one system – save time and money

- **Win from sales growth:**
 - Use resellers:
 - Your resellers are able to enter and serve only their subscribed customers:
 - add/close subscriptions
 - answer to customers billing and service-related questions
 - monitor services activity
 - update service parameters
 - Configure your customer service to serve customers of all resellers
 - Arrange campaigns for different customer segments:
 - Select target groups through intuitive query interface according to different customer attributes
 - Send messages to target groups via e-mail or with invoices
 - Pricing and invoicing processes guarantee maximum revenue from your services: no customers, no calls, no events, no services are omitted from invoices

- **Win from better cashflow:**

- Manage your debtors, control your cashflow
 - Using debtor levels:
 - Send reminders to customers, when last payment is late (gray list)
 - Suspend customer services using black list
 - Suspend/resume orders are generated automatically, if Service Order Module is used
 - Handover long-term debtors to incasso company
 - Billing fully supports process of debtors management
 - Monthly fees of rented devices can be configured as continuous inspite of suspended customer services
 - Assign minimum customer dept level for debtors process
- Use overdue charges to compensate late payments:
 - Assign daily overdue charge interest rate
 - Release disputed invoices from overdue charges to retain customer satisfaction

- **Win from lower customer churn:**
 - By improving your customer service
 - Offer payment due period matching customer needs
 - Offer attractive discounts targeting bigger ARPU using discounting module
 - Evaluate your customers assigning them different priorities or service levels
 - Have a list of your top customers in real-time
 - Strict pricing and invoicing processes result in accurate customer invoices
 - By analyzing service usage data
 - Use customer call reporting module for their call minutes statistics, to discover potential churn at early stage

- **Win from your asset management:**
 - By using store module
 - Service providers have to manage large amount of end-user devices often
 - Devices are given to rent into customers premises;
 - Those devices take part in service activation process
 - To manage information of end-user devices in single pool, billing includes store module
 - Store module provides real-time information about different device brands and types: quantity of free devices in different stores, rented devices, how many have been returned for warranty replacement etc.
 - For full functionality, amortization process is integrated into store module
 - Store reports include turnover and gross profit of device sales for required period
 - Send summary data to ERP and financial people from store per month: purchases, disposals, amortization, sales, warranty replacements etc.

- **Win from detailed analysis and planning:**

- By using system reports about:

- Measure number of new/closed subscriptions of your service plans and services; compare information by region, object, customer account manager etc.
- Monitor and analyse reasons for closed subscriptions
- Find the amounts and major reasons for backward costing (due to service timeouts, service quality, etc)
- Monitor the dept of customers; find easily and manage your largest deptors in first order
- Review turnover trends of different services according to billing account plan (matches with plan in ERP system)
- Monitor trends of your call volumes, minutes and GP:
 - terminated and initiated calls in your network
 - per different providers or summarized
- View status and location of devices in your stores to decide, when and what to order
- Custom reports available

Overview (1) – Service usage accounting

- **Configurable mediation**
 - Collects service usage data from different sources; sources can be added/removed dynamically; import rules are configurable for every source
- **Pricing**
 - Calculates sales and cost rates per every call detail record
- **Billing scenarios**
 - Volume-based services (calls)
 - Periodical (monthly fees)
 - Event-based
- **Possibilities to identify customers during calls pricing:**
 - A-number, trunk/channel, ip-address
- **Number portability (NP) support, where needed**
 - Assumption: operator has contract to obtain NP data

Overview (2) – Rates, services

- **Flexibility of rates structure:**

- Different rates during day: peak, basic, night
- Divide call duration up to 4 different zones, every part may have its own rate
- Chargeable unit length is configurable
- Assign campaign rates for certain periods

- **Bundles**

Flexibility increases complexity, that is why:

- Services are assigned to bundles
- Time to market is key:
 - launch new services at the speed of marketing
 - keep things simple for sales and customer service when handling customer subscriptions

Overview (3) – Sales support

- **Working with customers:**
 - Separately reportable different customers segments
 - Divide customers between account managers to; monitor sales and subscription dynamics per account manager
 - Choose between different customer priorities
 - Track payment discipline history
 - Add and read categorized comments
 - Let your resellers serve your customers at their offices
- **Campaign module:**
 - Find target group according to customers parameters, services, rates, objects, deptor levels etc
 - Send messages to selected target groups, directly or together with invoices
- **Discounting module:**
 - Sell flexible service plans and offer discounts from bundles

Overview (4) – Invoicing

- Assembling and sending bills, as to e-mail as well as by post (printable files)
- Import receivables from banks, automatic processing to sales ledger
- Direct debit orders support for banks, where available
- Default and individual invoice due periods
- Dividing debtors between 3 levels: gray-, black- & incasso list; it can also be turned off
 - Use campaign module to send different messages to customers in each debtor level
- Suspending services temporarily, on customer demand or due to debts
- Overdue charges calculation; can be turned off; can be released per invoice

Overview (5) – Store of rent devices

- **Purchase from vendors, warranty returns to vendors**
- **Interstore deliveries**
- **Sales and warranty replacements of sold devices**
- **Give to rent and return to store**
 - Tightly integrated with subscriptions of rental services and activation/deactivation of devices
- **Amortization calculation**
- **Disposal**
- **Overview of device statuses in real time**
 - In store, free, on the way, sold, rented, disposed, residual value
- **Summary and detail reports to financials**

Overview (6) – For telephone operators: manage your number pool

- **Enter number ranges booked from regulatory**
- **Reserve number(s) or number range to your customer(s)**
- **Pick up free or reserved numbers during creation of new customer subscription**
- **Numbers stay in closed state for certain period after closing subscriptions, before changing to free**
- **Monitor usage of numbers:**
 - Free (ready to use)
 - Assigned to reseller
 - Reserved (ready to use by certain customer)
 - Active (subscription is valid)
 - Closed (after end of subscription)
 - Terminated (when is ported to another network)

Overview (7) - Multiple service providers

- **System supports multiple service providers**
- **Each service provider has its own:**
 - Account plan
 - Services and service plans
 - Bank accounts and cash registers
 - Agreement and invoice templates
 - Joint or separate reporting, debtors handling process
- **All service providers have in common:**
 - Invoice assembling & sending process
 - Service activation orders system
 - Users and permissions management
- **Current limitations**
 - Each customer can belong to one service provider
 - Store is managed by one of service providers

Overview (8) - Multiple resellers

- System supports multiple resellers in single environment
- Resellers serve customers of existing service providers
 - Resellers do not have their own services, bank accounts, or document templates
- Using dynamic trust matrix is assigned, which reseller is able to manage which resellers customers
- Each reseller's users rights are configured using integrated JAAS-based user permission system
- Resellers are differentiated in system reports

- **Service Order Module - interface with service activation systems**
 - Orders (activate, terminate, suspend, re-activate, different rules and parameters for each service type) for automatic as well as for manual processing
 - Parameters for different subscription types (telephony, internet etc) and services are dynamically configurable and can be passed to activation orders; new subscription types can be added as needed
- **Standard reports: sales ledger, call detail reports and statistics, customer new/closed subscriptions**
 - Output to screen or into file in standard format for further analysis and processing
- **Objects: business and departmental houses, wireless masts, PBX'es**
 - Billing assigns revenues to every object according to related customer subscriptions; objects match with object plan in ERP system; object profitability can be monitored through joint ERP-billing reports
- **Interfaces to manage initial billing data**
 - Bundles, services, rates, directions, prefixes, account plan etc.

Overview (10) –...final

- **Language of system documents according to customer choice**
 - Bills, customer and service agreements, device rent agreements
- **Billing and customer care's user interface is multilingual**
- **Users management according to JAAS standard**
 - Permissions -> roles -> users (configurable)
 - Menus and activities in billing are accessible only by users with appropriate rights
- **Technology**
 - Java (Tomcat), database (Oracle or MySQL)

Terabill software service (1)

- **Rent advantages (compared to purchase):**
 - Faster start
 - Smaller financial duties, meaning lower entry barriers
 - Proportionality: service fee is dependent on number of customer subscriptions

terabill.com software service includes software rent, support and software upgrades

Terabill software service (2)

- **Version upgrade discipline:**
 - Terabill develops new features, useful for all customers
 - We avoid exceptions:
 - On special requirements we help in finding solution, how to describe service, rates or process in billing
 - Sometimes is reasonable to re-configure working process; we offer our know-how here as well
 - About version upgrades we let you know by e-mail and keep billing system manual up-to-date

Terabill software service (3)

- **Deployment:**

- We do not require to use Terabill technical environment for billing system deployment
- As most of operators and ISP's own technical premises, servers and maintenance/administration knowhow, we suggest that billing software runs in our customer's environment
- We only propose configuration of server(s) according to used terabill.com modules and estimated server load

terabill.com - who should consider and why?

- **VoIP and ISP startups, IT service providers, outsourcing companies**
- **Fast-growing operators and service providers, meeting limits in their existing billing & customer care software**
- **Operators redesigning their processes and evaluating new billing system options**
- **Operators and internet / IT service providers planning to develop billing software themselves**
- **Why Terabill?**
 - Billing and its adjacent processes are integrated into software: faster organization build-up
 - Time-to-market: launch and start billing your services fast
 - Lower financial duties with software rent option
 - Professional team to support your billing operations

Thank you for your attention!

- **terabill.com demo environment**
 - On-demand

info@terabill.com

Terabill Ltd.
Mustamäe tee 46
10621 Tallinn
Estonia
+372 6 661 008
+372 6 661 018